

## Quality Practice Checklists

### 2. Policies and Procedures

*This list comes from a full set that was originally printed in 'A Guide to Effective Practice for Mentoring Young People', 2007, Office for Youth, Department of Planning & Community Development'*

#### Key points

Program policies and procedures are critical to the effective management of your program.

They should:

- Provide staff with clear guidelines on how to administer a program
- Ensure consistency in program approach and operation in face of staff and volunteer turnover
- Serve as a blueprint for program replication and expansion
- Be reviewed regularly to ensure they continue to be relevant and support the program objectives

#### Checklist

- Handling inquiries
- Recruitment
- Screening
- Training
- Boundaries between mentor and mentees
- Matching
- Match support and supervision
- Confidentiality and disclosure
- Duty of care
- Mandatory reporting
- Record keeping
- Use of alcohol and drugs
- Unacceptable behaviour
- Termination of mentor, mentee
- Recognition